

Administrative Hearings, Office of

Description

This agency commenced operation January 1, 1996. Previously, administrative hearings have been conducted "in-house" in each respective State agency or occupational board. The creation of the Office of Administrative Hearings as a separate agency charged with providing administrative law judges has interjected increased professional detachment and physical distance to ensure confidence in the independence and fairness of the administrative hearings.

IT Vision

The OAH will continue to use technology to assure the continued providing of service to the people of the State of Arizona, the Executive and the Legislature in a efficient and personal manner.

The OAH will remain abreast of technological advances as they occur and integrate upgrades and replacement technology in an orderly and timely fashion.

IT Mission

Maintain and enhance a completely integrated case management, e-mail and word processing system with significant internet connectivity to ensure the timely providing of services, the ability of parties to research their cases and OAH decisions, and access to electronic creation and filing of documents.

Goal 1

Allow parties realtime search of OAH database to: (1) determine case settings; (2) whether documents have been received; (3) download orders and decisions; and (4) upload documents created either offline or online.

Objective 1

Enhance newly implemented thin client portal to better identify documents that can be downloaded and added capacity to conduct full text searches of all non-confidential administrative law judge decisions.

Current Situation

The OAH thin client portal has been implemented which allows stakeholders to access case information, including orders issued by the administrative law judges. Modifications were accomplished to enhance the site, including better identifying documents and allowing scanned documents to be downloaded. The ability to text search the administrative law judge decisions likewise awaits an expected upgrade of the Prolaw system. These upgrades are part of OAH's annual maintenance agreement.

Performance Measures

- 1 Hours of programming to add document enhancements.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	0	1	4	0	0

- 2 Number of motions filed on line, total per fiscal year

Status In Process

		Target 03	Actual 03	FY 04	FY 05	FY 06
	Category: Output					
		163	476	500	500	500
3	Number of non-html downloads administered by site, average per week.					
	Status In Process					
		Target 03	Actual 03	FY 04	FY 05	FY 06
	Category: Output					
		1,277	1,639	1,639	1,639	1,639

Goal 2

Implement infrastructure protection plan to ensure that the case management, e-mail and document assembly functions of the OAH can continue should the physical site of the OAH at 1400 W. Washington Phx AZ be unusable due to fire or other disaster.

Objective 1

A remote server redundancy with compatible hardware and software to allow reloading of agency data for internet access through Citrix via the internet from remote computers will be fully implemented in FY 2004.

Current Situation

Although the OAH carefully backs up all data and servers on a daily basis, should the physical plant at 1400 W. Washington be unavailable, the data could not necessarily be loadable on new equipment in a remote location in a timely manner. The operation of the agency would therefore be compromised.

Staff is currently able to operate through fat client access to the OAH via the internet using 128 bit encryption. This current capability will be expanded to a replicated system.

Performance Measures

- 1 Purchase redundant NT server and necessary software for secure remote site.

Status In Process

		Target 03	Actual 03	FY 04	FY 05	FY 06
	Category: Input					
		0	0	1	0	0

- 2 Number of hours to load software and test redundancy by loading back up data and accessing remotely from Phoenix.

Status Complete

		Target 03	Actual 03	FY 04	FY 05	FY 06
	Category: Input					
		0		0	0	